Search Title: 1297a.opt User: cpathj - John Thomson, n3 f06
PAN: 98-573147, Page 1 of 1, Mon Jul 10 11:14:37, VIEWED MARKED

*OKID

W01

98-573147/49

★IP 10254795-A

Electronic mail processor for automatic answering system - searches for appropriate reply using arbitrary keywords from question in mailed text

OKI ELECTRIC IND CO L'ID 97.03.11 97JP-074527

Τ01 (98.09.25) G06F 13/00, 17/21, II04L 12/54, 12/58

The processor has a function analyser (4) to analyse the question in the E-mail text based on rules stored in a memory (9). A reply search unit (5) extracts the arbitrary keywords in the question and searches for a predefined reply with similar keywords in a corresponding question and obtains a reply. The obtained reply is judged to be the correct result and replied duly.

ADVAN'TAGE - Improves service efficiency. Reduces search time. Saves labour. Performs automatic answering of reply to question performed by electronic mail. (9pp Dwg.No.1/12)

N^2-446319

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